

# Healthcare Conferences UK

## Developing your Communication & Presentation Skills In-House Training

### In Partnership with Playout

In Partnership with Playout, our In-House training events are held at your organisation for up to 25 delegates. In-house training is a cost effective option for CPD group training led by an experienced and highly rated trainers.

For full details of training events contact [clare@hc-uk.org.uk](mailto:clare@hc-uk.org.uk) or call 01932 429933 for a quote

Playout is a communications and presentations drama based training company, who bring the skills of the theatre into the training room. They use theatre scenes, role-play and script reading to develop powerful, entertaining and thought-provoking training courses.

Becky Simpson and David Schaal are co directors of Playout and were pioneers of drama based learning within the health service. Playout have a wide variety of clients in the public and corporate sector ranging from many Health Trusts, Medical Schools and Universities.

Through working with Healthcare Conferences UK and Playout, we can deliver:

- a number of established and highly evaluated courses.
- bespoke training.
- role players and facilitators for your own training.
- enlivened conferences with entertaining and relevant comedy sketches.
- training DVDs.

Training titles include:

- Creative Presentations
- Difficult Encounters and Conflict Resolution
- Caring Communications
- Creative Training : A Train the Trainers Course
- Dynamic Diversity
- Facilitating and Chairing With Ease
- Pitching to Win
- The Art of Appraisal
- The Vibrant Voice

**playout**  
COMMUNICATIONS &  
PRESENTATIONS TRAINING CO  
PLAYOUT PRODUCTIONS

**CPD**  
MEMBER  
The CPD Certification  
Service  
Collective Mark

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Playout provide organisations with professional role –playing actors. With a wide mix of actors in terms of gender, age and culture who can work on your own courses or work on events such as OSCEs.

Playout believe passionately that role-play is vital in developing a versatile, sensitive and effective communication style. They also think that staff who regularly rehearse their skills work better as a team and with the public.

All of Playouts actors are trained and experienced and can play a wide variety of roles in terms of character and emotion whilst having a keen eye on the learning objectives. They can learn briefs quickly and effectively, and readily re-run bits of the role-play and are able to create and develop participant focused and facilitator led role-play briefs. Actors are sensitive to the anxiety that role-play can provoke and able to adjust the difficulty of a role-play to fit the confidence of the participant. The actors are also familiar with various methods of feedback and provide quality, specific and constructive verbal and written feedback that both validates and sensitively challenges participant's skills.

#### Conference Presentations:

Playout regularly present at conferences and use pieces of theatre and role-play rather than power point to engage an audience with the pieces humorous but still highlight the issues of a conference and can enliven even the dullest subject matters.

#### Playout Training DVDs

Playout are experts in writing scripts that demonstrate important issues that an organisation wishes to highlight. These are written in an entertaining and thought-provoking way. They use the talents of directors, camera operators and a range of experienced and often recognisable actors from many film, television and theatre productions to create bespoke DVD's.

Playout have produced training DVDs for a variety of clients including Leicester Royal Infirmary, Northumbria Healthcare NHS Foundation Trust, Gloucestershire Healthcare Community, The National Blood Authority, Specsavers, Imperial College and Brighton University.

**See our full range of courses that we can provide in-house  
on various subjects here**

**Visit [www.healthcareconferencesuk.co.uk/](http://www.healthcareconferencesuk.co.uk/)**

**inhouse-conferences-and-masterclasses for full details  
and contact [clare@hc-uk.org.uk](mailto:clare@hc-uk.org.uk) or call 01932 429933 for a quote**

# Developing your Communication & Presentation Skills In-House Training

Training titles we can deliver include:

## Creative Presentations - Full day course

Creative Presentations is a master class for health professionals who would like to develop their presentations skills.

Are you working in a role that requires you to perform presentations and would like to improve your delivery? Do you find presentations anxiety provoking and would like to develop coping strategies? Or do you want your presentations to be more exciting and better understood? If so this master class is for you.

The master class is designed to provide an increased understanding of the skills and techniques required to deliver dynamic presentations. The course will provide an opportunity for participants to practice and review their presentation skills and techniques and receive constructive feedback. Delegates will be encouraged to develop a creative approach to creating a presentation and consider how best to engage an audience. They will also consider the impact of non-verbal and verbal communication and the use of visual aids. As well as participating in a vocal workshop in which they will practice breathing, resonating, articulation and projection exercises.

## Difficult Encounters and Conflict Resolution - available as a full or half day course

Difficult Encounters is a master class specifically for health care professionals. The course covers the mandatory Conflict Resolution national syllabus as stipulated by the NHS Counter Fraud and Security Management Service. It is an interactive and entertaining course which focuses on how to deal with challenging and potentially violent situations both on the phone and face to face.

Live theatre demonstrations of aggressive interactions in health care settings are performed by professional actors as a foundation for analysing human interaction. Delegates are encouraged to think about the psychological state and behavior of themselves and the service users. Through watching these sketches and considering various communication models participants think about how to identify and prevent potentially hostile situations and develop an awareness of warning signs, de-escalation techniques and risk assessment.

Delegates build on these communication skills by group work and through redirecting one of the scenes to create a positive outcome. They look at the difference between verbal and non-verbal communications, active listening skills, the use of empathy and a positive approach to diversity.

## Caring Communications - available as a full or half day course

Caring communications is a master class for anyone who would like to understand more about the art and science of communication. It is an interactive and entertaining course that uses live theatre, script reading and role-play. It provides delegates with an opportunity to develop their communication skills with members of the public and other members of staff, both on the phone and face to face.

During the course delegates will explore dealing with a wide range of personality types and issues, and develop a positive and versatile communication style. Delegates will consider what makes for effective and sensitive communication and will explore various communication models. They will develop a better understanding of non-verbal and para-verbal communication, active listening skills, the use of empathy and a heightened awareness of the psychological state of patients.

## **Creative Training : A Train the Trainers Course - available as a full or half day course**

Creative Training is a master class for health professionals who are involved in training and or facilitating. It is suitable for both experienced and inexperienced trainers. It helps participants to develop an imaginative style of training both in terms of content and delivery.

During the master class participants will consider how to open a session and engage a team. They will also develop an understanding of how to use different drama techniques in training including, role-play, forum theatre and script reading. As well as this delegates will have the opportunity in teams to develop short creative training sessions. They will be able to practice and review their training style and receive constructive feedback on their skills.

## **Dynamic Diversity - half day course**

Dynamic Diversity is a master class that is thought provoking and challenging and helps heighten awareness of dignity and diversity in the workplace..

The course uses live theatre to demonstrate both where basic communication can go wrong and how it can be improved. It also shows through a series of short scenes different kinds of subtle prejudice and encourages the participants to think about how it might feel to be discriminated against. The vignettes explore issues including culture, disability, gender, weight, mental health and sexuality. Through the use of theatre and analysis, delegates are helped to gain a real understanding of negative bias and how to overcome prejudice.

Participants further develop a positive approach to diversity through group work and role-plays. The role-plays will provide an opportunity for group members to rehearse communication skills on actors simulating patients and colleagues. Participants will receive constructive feedback on their skills.

During the course various communication models will be explored and participants will also be able to identify direct, indirect and institutional discrimination and understand the difference between positive discrimination and positive action.

## **Dramatic Team Building - half day course**

Dramatic Teambuilding is an entertaining master class that uses theatre exercises and script reading to develop good group dynamics and team spirit. During the course delegates will participate in a fun drama workshop and physical and vocal exercises that develop trust, sensitivity and group awareness. Participants will read scripts demonstrating an unproductive and negative team and use this as an impetus to discuss what creates successful and creative teams. By the end of the course participants will have had a positive and enjoyable time together, developed a better awareness of themselves and each other, and have a good understanding of how best to work as a team.

## **Facilitating and Chairing With Ease - half day course**

Facilitating and Chairing with ease, is an interactive drama based master class in which participants practice chairing meetings and events, and receive constructive feedback on their skills. The workshop focuses on how to positively and confidently lead and chair a group. It is a fun and informative training session, which encourages participants to develop an engaging and empathic personal style. It will also consider how to manage difficult situations, groups and individuals. Participants will practice introducing themselves to a group and identify methods and styles of engaging participants. They will also rehearse leading or facilitating a team and look at how to deal with difficult group dynamics. They will develop methods of dealing with a diverse range of personality types including the withdrawn, the over domineering and the disinterested.

## Pitching to Win - half day course

Pitching to Win is a master class that helps delegates develop sharp delivery and good communications when pitching for business. The course will provide delegates with an opportunity to dress rehearse making a pitch and receive individual constructive feedback on their skills. They will consider a range of delivery techniques and how to stand out and communicate well when addressing potential clients. They will also look at being able to adapt a pitch to client expectations and identify methods of handling questions and difficult audiences.

## The Art Of Appraisal - half day course

The Art of Appraisal is a fun, interactive and informative master class that provides delegates with an opportunity to develop communication skills in relation to performing appraisals. The Art of Appraisal uses live theatre performed by professional actors to demonstrate what can go wrong with an appraisal. These sketches show how communications can breakdown and are used to help delegates think about the purpose of appraisals and how to develop a productive and sensitive style. Participants also have the opportunity to practice their skills on a simulated appraisee played by an actors and receive individual constructive feedback. They will explore a wide variety of complex appraisal situations.

## The Vibrant Voice - half day course

The Vibrant Voice is a master class for anyone who wants to develop vocal vitality and clarity. It is presented by one of our professional actor voice tutors. The course aims to help participants develop a rich, clear, projected and colourful voice. It helps participants consider the importance of lively expressive communication whilst also considering the importance of protecting the voice. This practical course will include exercises in relaxation, breathing, resonating, articulation and projection and provides participants with a vocal workout that can be continued after the course is over.

### By working to your brief we can tailor training by:

- Developing a programme according to your objectives – either a completely new programme or one of our existing programmes adjusted to meet your requirements
- Sourcing experienced facilitators leaders in the field to deliver the training
- Providing advice on all matters regarding an event – our experienced senior staff collectively have over 40 years experience of running healthcare conferences and events
- Providing handouts/conference material
- Seeking accreditation and providing CPD certificates

Having us come to you will help save time and expense by avoiding travel and accommodation, and reducing the length of time staff are away from their workplace. By working with a local Trust you may be able to hold a combined event and share the cost whilst aiding networking and sharing best practice

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